

**CARES/ACCESS Updates for August 5th, 2017  
DHS Income Maintenance Programs  
(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)**

**ACCESS**

- Some ACCESS Change/SMRF/Renewal summaries were showing an incorrect "received date" as the current date. This has been fixed so that the received date on the Summary will match the PDF. The work items were correctly created with the correct received date.

**Change / SMRF / Renewal Summary**

Inbox Item Information	
Inbox Item Number:	[REDACTED]
Item Type:	Renewal
Due Date:	11/30/2016
Received Date:	10/27/2016
Assigned Worker:	[REDACTED]
Inbox Item Status:	Completed
Inbox Item Details:	<a href="#">View</a>

**Case Information**

Thank you for using ACCESS to renew your benefits!

[REDACTED] your online renewal has been sent to the following local agency on October 25, 2016 at 07:08 P.M.

**Physical Address**  
Fond du Lac County Department of Social Services  
50 N Portland St  
FOND DU LAC WI 54935-0000

1. ACCESS Renewal Received on 10/26/2016 at 5:01 AM by SYSTEM

Work Item Details					
ACCESS/RFPA/Case	Flag	Caseload Owner	Work Item Owner	County	M Consortium
ACCESS - [REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Work Item Type Details					
Type	Status	Due Date	Begin Date	End Date	End Reason
FoodShare	Received	11/30/2016	10/27/2016		

- Report My Changes (RMB): there was a problem where all members are not listed in certain companion case scenarios and the member is unable to submit a change. This has been fixed to list all individuals.
- There were problems viewing letters in My Access when a member is part of multiple cases and in at least one of those cases the individual had no eligibility. This has been fixed.

- The name of the CAP Agency Covering Kids & Families has been updated to Covering Wisconsin.
- Miscellaneous backend system errors/exceptions affecting performance have been fixed.
- Outdated links have been updated.
- RTE applications with good cause claims weren't displaying a follow up indicator and workers were not able to follow up on Good Cause for non-cooperation with Medical Support Liability (MSL). The ACP flow will now display an '008' follow up when an individual claimed good cause in the ACCESS application. The text for the '008' follow up has been updated. The new text reads 'Follow up on good cause claim for MSL non-cooperation.'
- The Core Plan application wait list message in the Application section of ACCESS CMB has been removed (ended in 2013).

## CARES

- Fixes have been made to the ACCESS and CWW summaries to adjust columns for email addresses.
- CWW wasn't prompting users that their session will expire after 1 hour of being idle. As a result, users were getting a system error/exception rather than the session expired message. This has been fixed.
- Some Renewal work items do not update correctly and as a result, workers cannot withdraw the work item. This has been fixed.

The following events have occurred:

- ✘ A program type must be checked.
- ✘ Comment is a required field.

What would you like to do?

- \* Withdraw:
- \* Reason: DU - Duplicate renewal submission
- \* Comments:

Current Size = 0 characters (600 characters max.)

Cancel Withdraw

- The following miscellaneous systems errors/exceptions that were causing system performance problems have been fixed.
  1. Sporadic system errors when loading the "SSI Data Exchange Payment Details page".
  2. System error on the Health Care request Page occurred when the worker can updated the dropdown for "Restrictive Re-enrollment Details" in history.
  3. System error cases on the absent parent page during a HC renewal when there are more than 5 dependents.
  4. System error on the Tax Filing page when there were more than 5 tax dependents.

5. System error when workers navigated to the SSI Data Exchange payment details page by clicking the magnifying glass on Confirmed Assistance Group Summary page and returned to the same page using left navigation and click on magnifying glass again.
  6. System error when an individual was deleted from the Household members page (confirmation wasn't done after the person delete). When the worker navigated to the Employment Queries page, the deleted individual was still displayed in 'New Hire Details section'. When clicked on Magnifying glass to view the details of this individual, error occurred.
  7. System error when the worker merged an MA asset Assessment RFA to an already existing case
  8. A system error occurred when a worker updated a record for a particular sequence at the same time a Data Exchange updated the sequence.
  9. A system error occurred when on the Agency Transfer page and entering a date.
- There was a problem when a worker deletes a QC sanction from AIQC, depending on how the worker updates/deletes the screen; the QC sanction continues to fail FS when the sanction is no longer valid. These are sent to the Call Center and cases are fixed individually. The screen has been updated to assist workers in ending/deleting that screen correctly. If the sanction period has passed, workers can delete the screen (but don't have to). If the sanction period is valid for current and future months and there is compliance, the worker is expected to update the compliance switch to "Y" and enter in a compliance date, as well as an override begin and end month to correctly end the period. This must be done before deleting the sanction, and the worker cannot delete the page until the update is saved. In other words, the worker must enter the appropriate override begin and end months, hit next/enter, and then go back and delete if necessary. This screen does not need to be deleted unless it was entered in error. Example: if the worker is overriding the sanction that is effective until 2018, the worker can change the compliance to a Y and enter the sanction period override begin and end months, hit next/enter. Then they can go back and delete the page.
    - Note: The AE delete code will work as AE should, it will never look at that record again workers should only AE delete the page if the sanction was truly in error.

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AIQC                QUALITY CONTROL SANCTIONS                02/10/17 10:51
CASE:                WORKER:
LAST UPDATED:       CASE STATUS: OPEN    CASE MODE: ONGOING

NUM: 01 NAME:       SSN:

DC:  __

QUALITY CONTROL SANCTION TYPE: S

QUALITY CONTROL REVIEW MONTH (MMCCYY): 022017

SANCTION COMPLIANCE? (Y/N): Y    COMPLIANCE DATE: 02 10 17

SANCTION BEGIN MONTH: 0217    OVERRIDE BEGIN MONTH:  __    REASON:  __
SANCTION END MONTH: 0218    OVERRIDE END MONTH:  __

-----INDIVIDUALS-----
01 SHETA J (PP )    02 SHETT J (WIF)    03 BRAND J (SON)

NEXT TRAN:  __    PARMS: 2003369023
CRL - UPDATE SANCTION COMPLIANCE AND END CURRENT SANCTION THEN RUN ELIGIBILITY
MA  a                                15/055

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If the worker tries to override the current sanction and delete the page at once, they will get a message to remove the delete code.

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AIQC                QUALITY CONTROL SANCTIONS                07/10/17 14:08
CASE: 2003369023    WORKER: XCTZ79    XCTZ79 G MOHANASUBR
LAST UPDATED: 07 10 17    CASE STATUS: CLOSED    CASE MODE: ONGOING

NUM: 03 NAME: BRANDON    JOSE    SSN: 699 55 8799

DC: OT
QUALITY CONTROL SANCTION TYPE: S STATE QUALITY ASSURANCE R
QUALITY CONTROL REVIEW MONTH (MMCCYY): 072017

SANCTION COMPLIANCE? (Y/N): Y    COMPLIANCE DATE: 07 10 17

SANCTION BEGIN MONTH:    OVERRIDE BEGIN MONTH: 0717    REASON: GC
SANCTION END MONTH:    OVERRIDE END MONTH: 0717

-----INDIVIDUALS-----
01 SHETA J (PP )    02 SHETT J (WIF)    03 BRAND J (SON)

NEXT TRAN: _____    PARS: 2003369023
CRM - SANCTION UPDATED, REMOVE DELETE REASON CODE
MR a                                07/007

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## FoodShare

- Enhancements have been made to the FS on Demand Case Management Tool. Operations Memo 17-31.
- Enhancements to CARES Worker Web (CWW) and the FoodShare Employment and Training (FSET) Tool. Several pages in CWW and the FSET Tool will be enhanced to improve worker usability and comply with Food and Nutrition Service (FNS) directives. Operations Memo 17-32.
- CARES is requiring the question "Are you also requesting regular Food Share?" to be answered for FS cases. The only time this question should be required is when there is a new DSNAP application. The answer will now default to no and be grayed out when there is open FS on the case.
- Sometimes addresses updates in CWW aren't sent to eFunds, when this happens, agencies contact the Call Center and we resend the demographics via a mainframe transaction BIRD (Benefit Issuance Resend Demographics). This is being fixed so the Call Center should no longer have to send these updates.
- Some supervisors reported seeing FS supplements needing approval on the "My Tasks" section on their home page, but when they click on the number, there are no FS supplements to approve. They were able to find them by using the FS Issuance/Supplemental Search page. This has been fixed.
- Currently the reason code table for supplements (table TARC) includes old outdated codes for many programs. A new table has been created for FS supplements, table TFSU. This table is found on the FoodShare Supplement

Management Page and by searching under "Reference Tools" in the Navigation Menu. The table is sortable.

Reference Table Information			
Table ID: TFSU	Table Description: FOODSHARE REASON CODES	Effective Date: 07/25/2017	County: 99
Table Element Information			
1 of 2 Pages			
CODE	CODE	REASON DESCRIPTION	WHEN TO USE
<a href="#">938</a>	938	Manual issuance of benefit	Correct a previous error
<a href="#">963</a>	963	DSNAP Ongoing - Corrected	Correct DSNAP for current case
<a href="#">961</a>	961	DSNAP New App - Corrected	Correct DSNAP to new applicant
<a href="#">909</a>	909	System error	Error prevents correct FS amt
<a href="#">928</a>	928	Back payment per fair hearing	FH decision in favor of member
<a href="#">934</a>	934	Net income decrease	Income/Expenses decreased
<a href="#">936</a>	936	Restore lost benefits; closed	IPV end/reversal, closed case
<a href="#">935</a>	935	Restore lost benefits; open	IPV end/reversal, open case
<a href="#">962</a>	962	DSNAP Ongoing - Issued	Issue DSNAP to current FS case
<a href="#">960</a>	960	DSNAP New App - Issued	Issue DSNAP to new applicant
<a href="#">953</a>	953	Coupon conversion of EBT bens	Obsolete code, no longer used
<a href="#">911</a>	911	Differential from past pmt prd	Obsolete code, no longer used
<a href="#">954</a>	954	EBT benefit replacement	Obsolete code, no longer used
<a href="#">PRP</a>	PRP	Eligible/Ben recovery reconcil	Obsolete code, no longer used
<a href="#">945</a>	945	Fed supp due in 2 or 3 weeks	Obsolete code, no longer used

Reference Table Information			
Table ID: TFSU	Table Description: FOODSHARE REASON CODES	Effective Date: 07/25/2017	County: 99
Table Element Information			
2 of 2 Pages			
CODE	CODE	REASON DESCRIPTION	WHEN TO USE
<a href="#">902</a>	902	FS destroyed after receipt	Obsolete code, no longer used
<a href="#">931</a>	931	Income less than anticipated	Obsolete code, no longer used
<a href="#">903</a>	903	Remail returned benefits	Obsolete code, no longer used
<a href="#">904</a>	904	Replace benefits lost in mail	Obsolete code, no longer used
<a href="#">906</a>	906	Replace erroneous allotment	Obsolete code, no longer used
<a href="#">943</a>	943	Replace partial allotment	Obsolete code, no longer used
<a href="#">XFS</a>	XFS	System generated FS refund	Obsolete code, no longer used
<a href="#">925</a>	925	Person add	Person added to FS group
<a href="#">905</a>	905	Replace destroyed food	Replace previous benefit
<a href="#">964</a>	964	DSNAP Special Circumstance	Reserved for special situation
<a href="#">929</a>	929	Restore prior to hearing	Restore pending FH decision

- At the annual FPL mass change, all FS cases are run through to update the new shelter/utility amounts and allotments (when appropriate). Mass Change logic typically doesn't run SFU, so it won't find ineligible people on the case. As a result, ineligible FS members (often those who exhausted TLBs) were added back to FS, received notices that they were eligible and referred to FSET. At the next AA, the case will update to remove those individuals from the case, but this is confusing for members sending incorrect notices only to receive the correct closure/denial letter later. This has been fixed. To prevent these cases from getting confusing letters about FS eligibility and incorrect referrals to FSET, these cases will be skipped during the batch processing and workers will now receive a new alert: 538: FS Not Det at MC/AA, Run Elig.
- There is a problem where a worker may delete someone from a case, but not run the case through eligibility to completely remove them from FS and at AA or a mass change; they are added back to the FS allotment. This happens when workers 15 and/or delete someone from a case but have not confirmed the person off of FS benefits (examples, FS is pending, a system error, etc.). This has been fixed for cases that can be run and confirmed prior to AA/mass change; the problem will still exist if the case cannot be run/confirmed.
- When eligibility was run on a case after a FS application was denied for no interview, but within 31-45 days after the FS filing date, FS was not failing for no interview and popping open. The worker will now receive message: Change FoodShare Request Page to No as filing date is past 30 days. Workers need to change the request to N since a new application is required.

- Currently, when CARES calculates an allotment or workers try to issue a supplement of \$1, \$3 or \$5 for a household of 3 or more people, the issuance is rounded up to \$2, \$4 or \$6 dollars. CARES has been updated so members will now receive \$1, \$3, or \$5 dollars if that is the allotment calculated for them.

## Health Care

- SLMB + automation in CWW. Operations memo 17-30.
- Divestment automation in CWW. Operations memo 17-33.
- There was a problem if a worker started a renewal prior to the day the 45 day renewal being sent, if the case would have met the criteria to go through administrative renewal, it was skipped. Now CARES will select that case for administrative renewal.

## Navigator

- The Received Date stamp was not displaying the correct date and time when documents are uploaded by clients through Access or stamped by a worker in Doc Viewer. This has been fixed.
- New document codes have been added to assist FSET agencies.
  1. FJL - FSET Job Logs
  2. FARF - FSET Activity report form
  3. FGC - FSET Good Cause
  4. FEXP - FSET Exemption documents
  5. FSS - FSET Supportive Services
  6. FWFWE - FSET Workfare/Work Experience documents
  7. FJOB - FSET Job Informational detail
  8. FEMP - FSET Employment information
  9. FEDU - FSET education
  10. FRSM - FSET Resume/Job Application
  11. FEN - FSET enrollment paperwork
  12. FAGR - FSET participant agreement form
  13. FCORR - FSET Correspondence and Letters
  14. FAS - FSET Assessments (TABE, vocational assessment, WI Careers, Training and Certifications)
  15. FRET - FSET Returned Mail
  16. FVER - FSET Verification information
  17. FMSC - FSET miscellaneous documents
  18. FOIS - FSET Out of State inquiries
  19. FSEP - FSET Signed Employment Plan
  20. FSEU - FSET Unsigned Employment Plan
- Changes have been made to the message a worker/supervisor receives when trying to view a restricted document or a document for a confidential case (they are not assigned to or have access to). The message has been updated to notify the user who does not have access to these documents how many they have access to and how many total there are.
 

Example: There are 5 documents, 3 of which are restricted on a non-confidential case. When searched it currently displays "You have access to 3 documents". With this change, it will now read "You have access to 3 of 5 documents".

Example: There are 5 documents on a confidential case. When searched it currently displays “You have access to 0 documents”. With this change, it will now read “You have access to 0 of 5 documents”.

**TAPP**

- Comments have been added to the School Enrollment Page.
- The Employment Page has been fixed to budget income in the backdated months. Workers no longer have to re enter backdated months separately.
- The name of the FoodShare Supplement Budget page and the name of the link on the Navigation Menu has been updated to: "Unconfirmed FoodShare Budget" and "Unconfirmed Budget".

